

AMENDMENTS TO THE CLAIMS

1-25. (Canceled)

26. (Currently Amended) A method performed by a voice portal, comprising:
receiving a call from a caller, where the call includes identifying information;
identifying a first voice character, using the identifying information, to be used by the
voice portal when audibly interacting with the caller;
detecting a speaking voice associated with the caller through the voice portal interaction
with the caller;
identifying a second voice character using the detected speaking voice associated with the
caller;
changing from the first voice character to the second voice character when further
audibly interacting with the caller;
through interacting with the caller via the voice portal, automatically detecting caller
behavior indicative of a situation where caller experience would improve upon an adjustment to
the second voice character; and
adjusting the second voice character in response to detecting such caller behavior;
permitting the caller to select a third voice character; wherein, the selecting the third
voice character comprises the caller selecting the background music and controlling the verbosity
of prompts;
applying the third voice character when further audibly interacting with the caller.

27. (Previously Presented) The method of claim 26, further comprising: determining
a locale associated with the call using the identifying information.

28. (Previously Presented) The method of claim 27, wherein the identifying the first voice character includes:

determining the first voice character as a voice character associated with the determined locale.

29. (Previously Presented) The method of claim 27, further comprising:
presenting prompts to the caller using the determined locale.

30. (Previously Presented) The method of claim 26, further comprising:
determining a type of communication device used by the caller using the identifying information.

31. (Previously Presented) The method of claim 30, wherein the identifying the first voice character includes:

determining the first voice character based on the determined type of communication device used by the caller.

32. (Cancelled)

33. (Cancelled)

34. (Cancelled)

35. (Currently Amended) A system, comprising:

- a voice portal for receiving a call from a caller, where the call includes identifying information;
- a recognition server for identifying a first voice character using the identifying information;
- wherein the voice portal further facilitates audible interaction with the caller using the first voice character;
- wherein the recognition server, through interaction with the caller via the voice portal, automatically detects caller behavior indicative of a situation where caller experience would improve upon an adjustment to the first voice character;
- an execution engine for identifying a second voice character using the detected caller behavior;
- wherein the voice portal facilitates changes from the first voice character to the second voice character; and
- a text to speech server for audibly interacting with the caller using the second voice character;

wherein, the recognition server, permits the caller to select a third voice character;
wherein, selection of the third voice character comprises the caller selecting background music;
wherein, the execution engine applies the third voice character when further audibly interacting with the caller.

36. (Previously Presented) The system of claim 35, wherein the voice portal determines a locale associated with the call using the identifying information.

37. (Previously Presented) The system of claim 36, wherein the execution engine determines the first voice character as a voice character associated with the determined locale.

38. (Previously Presented) The system of claim 36, wherein the voice portal presents prompts to the caller based on the determined locale.

39. (Previously Presented) The system of claim 35, wherein the voice portal determines a type of communication device used by the caller based on the identifying information.

40. (Previously Presented) The system of claim 39, wherein the recognition server determines the first voice character based on the determined type of communication device used by the caller.

41. (Previously Presented) The system of claim 35, wherein the voice portal determines actions of the caller during the audible interaction with the caller.

42. (Previously Presented) The system of claim 41, wherein the recognition server the second voice character is selected using the detected speaking voice associated with the caller.

43. (Cancelled)

44-47. (Cancelled)

48. (Cancelled)

49. (Cancelled)

50. (Previously Presented) The system of claim 44, wherein the voice portal is further configured to:

detect a speaking voice associated with the caller while audibly interacting with the caller, and

determine the different voice character based on the detected speaking voice.

51. (Cancelled)

52. (Currently Amended) A method, comprising:
receiving a call from a caller, where the call includes identifying information for identifying a locale and determining a type of communication device used by the caller;
identifying a first voice character using the locale and the type of communication device used by the caller determined by the identifying information;
providing audible prompts to the caller in a speech pattern using the first voice character;
detecting a speaking voice associated with the caller;
identifying a second voice character using the detected speaking voice associated with the caller and the determined actions of the caller;
through interacting with the caller via the voice portal interaction, automatically detecting caller behavior indicative of a situation where caller experience would improve upon an adjustment to the second voice character;
adjusting the second voice character in response to detecting such caller behavior;
providing further audible prompts to the caller in a speech pattern using the second voice character;
permitting the caller to select a third voice character; and
wherein, the selecting the third voice character comprises the caller controlling the verbosity of prompts;
applying the third voice character when further audibly interacting with the caller.
~~switching from the second voice character to the third voice character to provide further audible prompts to the caller.~~

53. (Previously Presented) The method of claim 26, wherein, the automatically detecting caller behavior indicative of the situation where caller caller experience would improve compries, detecting the situation where the caller requests that information be repeated several times over the voice portal.

54. (Previously Presented) The method of claim 53, further comprising, in response to detecting the situation where the caller requests that information be repeated several times over the voice portal, adjusting the second voice character to be played back slower or louder.

55. (Previously Presented) The system of claim 44, wherein, the voice portal is further configured to:

permit the caller to select another voice character;

switch from the different voice character to the another voice character based on caller selection.